

# BUSINESS SERVICE ASSISTANT (SPECIALIST)



## OPEN-SPOT EXAMINATION

### DEL MAR

KK75/4707 (4FA68)

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation. It is an objective of the State of California to achieve a drug-free state workplace. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service, and the special trust placed in public servants.

#### WHO SHOULD APPLY

Applicants who meet the minimum qualifications as stated below. This is a open examination. Applications will not be accepted on a promotional basis. Career credits do not apply.

#### HOW TO APPLY

Applications (STD. Form 678) are available and will only be **ACCEPTED IN PERSON**, from the applicant on **Friday, December 10, 2004** between the hours of **8:00 a.m. to 5:00 p.m.** at the fair listed below:

**DEL MAR FAIRGROUNDS  
2260 JIMMY DURANTE BLVD.  
DEL MAR, CA 92014**

***NOTE: THIS IS A FILE IN PERSON FOR THE ABOVE LISTED FAIR ONLY. TRANSFER OF LIST ELIGIBILITY IS STRICTLY PROHIBITED AND WILL NOT BE GRANTED FOR ANY REASON.***

#### APPLICATION DEADLINE

***DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.***

Applications must be submitted **IN PERSON** on the file-in-person date, **FRIDAY, DECEMBER 10, 2004.**

#### TEST DATE

**It is anticipated that the examination will be sometime in January or February 2005.**

#### TESTING METHOD

The testing method used may be one or a combination of the following: **ORAL OR WRITTEN EXAMINATION, EDUCATION & EXPERIENCE OR SUPPLEMENTAL APPLICATION.**

#### SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special arrangements, mark the appropriate box in #2 of the application. You will be contacted to make specific arrangements. If you have not been contacted by the time you receive a notice to appear at a test, call the California Department of Food and Agriculture Exam Unit at (916) 654-0422.

#### REQUIRED IDENTIFICATION

***NOTE: Applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.***

#### SALARY RANGE

**\$2331 - \$3465**

#### ELIGIBLE LIST INFORMATION

***NOTE: The salaries used in this bulletin are the latest available from the State Controller's Office, but may not reflect all of the pay raises granted recently. You should verify the salary levels with the department personnel office before making any commitments.***

A Departmental "Open" list will be established for the California Department of Food and Agriculture. The eligible list will be abolished **12** months after it is established **unless** the needs of the service and conditions of the list warrant a change in this period.

#### REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

***NOTE: IT IS YOUR RESPONSIBILITY TO MAKE SURE YOU MEET THE EDUCATION AND/OR EXPERIENCE REQUIREMENTS AS STATED BELOW. YOUR SIGNATURE ON YOUR APPLICATION INDICATES THAT YOU HAVE READ, UNDERSTOOD, AND POSSESS THE BASIC QUALIFICATIONS REQUIRED.***

#### MINIMUM QUALIFICATIONS

***NOTE: ALL APPLICATIONS/RESUMES MUST INCLUDE: 'TO' AND 'FROM' DATES (MONTH/DAY/YEAR); TIME BASE; AND JOB TITLES. APPLICATIONS/RESUMES RECEIVED WITHOUT THIS INFORMATION MAY BE REJECTED.***

##### **Either I**

One year of experience in the California state service performing duties comparable to those of an Office Assistant (General), Range B, or Management Services Assistant.

##### **Or II**

One year of experience in a technical capacity with responsibility for one or a combination of business service activities such as accountability and maintenance of office and industrial equipment, major building maintenance, managing of major commercial properties, or fiscal management and accountability of office and industrial property. [*Experience in California state service applied toward this requirement must include one year performing the duties of a class comparable to Office Assistant (General), Range B.*]

#### POSITION DESCRIPTION

This is the entry, developmental and first (Specialist) working level in the series. While in a trainee capacity, incumbents work under close supervision and learn to perform a variety of technical and analytical business service activities. As their skills and abilities develop, incumbents are expected to perform with increasing independence. Fully trained incumbents may, under supervision, independently perform technical business service work of a routine nature in a variety of functions; assist in the performance of more difficult and complex technical and analytical business service work; or be assigned responsibility for one or more of the least complex business service functions which are Equipment and Supplies Management, Support Services and Building Maintenance.(Analytical business service work performed at this level is described as that which would otherwise be appropriate for a Management Services Technician.). Positions at this level are nonsupervisory but may serve as lead over lower level clerical and other staff. Positions are permanently allocated to this class when the major portion of the duties do not include independent responsibility for the more difficult and complex assignments found at the Business Service Officer I (Specialist) level.

<b>BUSINESS SERVICE ASSISTANT (SPECIALIST)</b>		<b>BRD: 11/24/2004</b>
<b>EXAMINATION INFORMATION</b>	This examination will consist of a Qualification Appraisal Interview only. The interview will include a number of predetermined job-related questions.	
	<i>Competitors who do not appear for the interview will be disqualified.</i>	
	In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the interview.	
	<b>QUALIFICATIONS APPRAISAL INTERVIEW – WEIGHTED 100%</b>	
	<b>The California Department of Food and Agriculture and the State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.</b>	
<b>SCOPE OF EXAM</b>	In addition to evaluating the competitor’s relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively, relative to job demands, each competitors:	
<b>AND</b>		
<b>SCOPE OF ON-THE-JOB KNOWLEDGE AND ABILITIES</b>	<b>A. Knowledge of:</b> 1. English grammar and punctuation; 2. Principles and practices of public administration; 3. Financial record keeping; 4. Office and automotive equipment and supplies. <b>B. Ability to:</b> 1. Communicate effectively; 2. Learn rapidly; 3. Follow directions; 4. Analyze data accurately; 5. Reason logically; 6. Maintain the confidence and cooperation of those contacted during the course of work; 7. Utilize good work habits.	
<b>EDUCATION AND EXPERIENCE</b>	If conditions warrant, this examination may utilize an evaluation of each competitor’s experience and education compared to a standard developed from the class specification. For this reason, it is especially important that each candidate take special care in accurately and completely filling out his or her application. List all experience relevant to the “Requirements for Admittance to the Examination” shown on this announcement, even if that experience goes beyond the seven-year limit printed on the application. Supplementary information will be accepted, but read the “Requirements for Admittance to the Examination” carefully to see what kind of information will be useful to the staff doing the evaluation.	
<b>SPECIAL NOTE:</b>		
<b>VETERANS PREFERENCE</b>	Veterans preference credits will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested these points. Due to changes in the law, which were effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive veteran's preference points.	
<b>CAREER CREDITS QUESTIONS?</b>	Career Credits do not apply in this examination.	
	If you have any questions regarding this announcement, please contact the California Department of Food and Agriculture, Examination Unit, 1220 N Street, Suite A-151, Sacramento, CA 95814, (916) 654-0422.	

**GENERAL INFORMATION**

**Americans with Disabilities Act, Title II:** The California Department of Food and Agriculture (CDFA) is committed to a strong policy of equal employment opportunity. To this end, CDFA does not discriminate against or exclude any person from participating in the employment process, advancement, benefits of employment, or in the admission and access to programs or activities administered by CDFA on the basis of: race; color; national origin; ancestry; religion; creed; sex; marital status; sexual orientation; pregnancy; age; veteran status; political affiliation; or disability (including AIDS) as required by Title II of the Americans with Disabilities Act (ADA). Reasonable accommodations for qualified individuals with disabilities will be made available upon request. Candidates must be able to perform the essential functions of the position with or without reasonable accommodations.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. If an offer of employment is made, a medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required. All job offers are subject to an approval process.

**If you meet the requirements** stated you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**Applications** are available at State Personnel Board offices, local offices of the Employment Development Department and the Department noted on the front.

**It is the candidate's responsibility** to contact the California Department of Food and Agriculture Examinations Unit three (3) days prior to the written test date if s/he has not received his/her notice.

**If a candidate’s notice** of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, s/he will be rescheduled upon written request.

**For an examination** without a written feature it is the candidate's responsibility to contact the California Department of Food and Agriculture Examinations Unit at (916) 654-0422 three (3) weeks after the final filing date if s/he has not received a progress notice.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: ① sub-divisional promotional, ② departmental promotional, ③ multi-departmental promotional, ④ service-wide promotional, ⑤ departmental open, ⑥ open. Eligible lists will expire in from one (1) to four (4) years unless otherwise stated on this bulletin.

**Interview Scope:** If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel may consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress s/he has made in his/her efforts toward self-development.

**Veterans Preference:** California law limits the granting of veterans preference credits to entrance examinations. Directions for applying for veterans preference are on the Veterans Preference Application form which is available from State Personnel Board office or written test proctors.

**High School Equivalence:** Equivalence to completion of the twelfth (12th) grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

*TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device.*

CALIFORNIA RELAY (TELEPHONE) SERVICE FOR THE DEAF OR HEARING IMPAIRED:

FROM TDD PHONES: 1-800-735-2929 FROM VOICE PHONES: 1-800-735-2922